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1.0 Objective:

The purpose of this policy is to provide clear guidelines regarding the process of recruitment at all levels in the hospital.


2.0 Scope:

The scope of this policy shall be limited to Apollo Hospitals, Secunderabad.

3.0 Policy:

1. Recruitment at all levels in the organization shall be strictly carried out on the basis of a sanctioned "Manpower Plan".
2. The hospital shall provide equal employment opportunities irrespective of sex, caste, creed, religion or community.
3. The hospital shall not recruit any candidate to work in a position that requires a certification, registration and/or license that is not valid and current.
4. Recruitment at all levels in the organization shall have to follow the set process of selection.
5. Selection of the candidate shall be carried out only if the candidate meets all the requirements as per the job description.
6. Candidates shall have to compulsorily undergo pre - employment medical examination before joining the organization.

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4.0 Process:

4.1 Manpower Plan:

Recruitments at all levels in the organization shall be carried out based on a sanctioned “Manpower Plan” (*Refer to Manpower Plan Policy*) which shall be formulated on the basis of:

1. Size of the hospital (No. of beds)
2. No. of Specialties
3. Revenue generated
4. Complexity of the business
5. Levels of multi skilling/ multi functionality
6. Level of technology
7. Occupancy Levels
8. Design & layout of the hospital

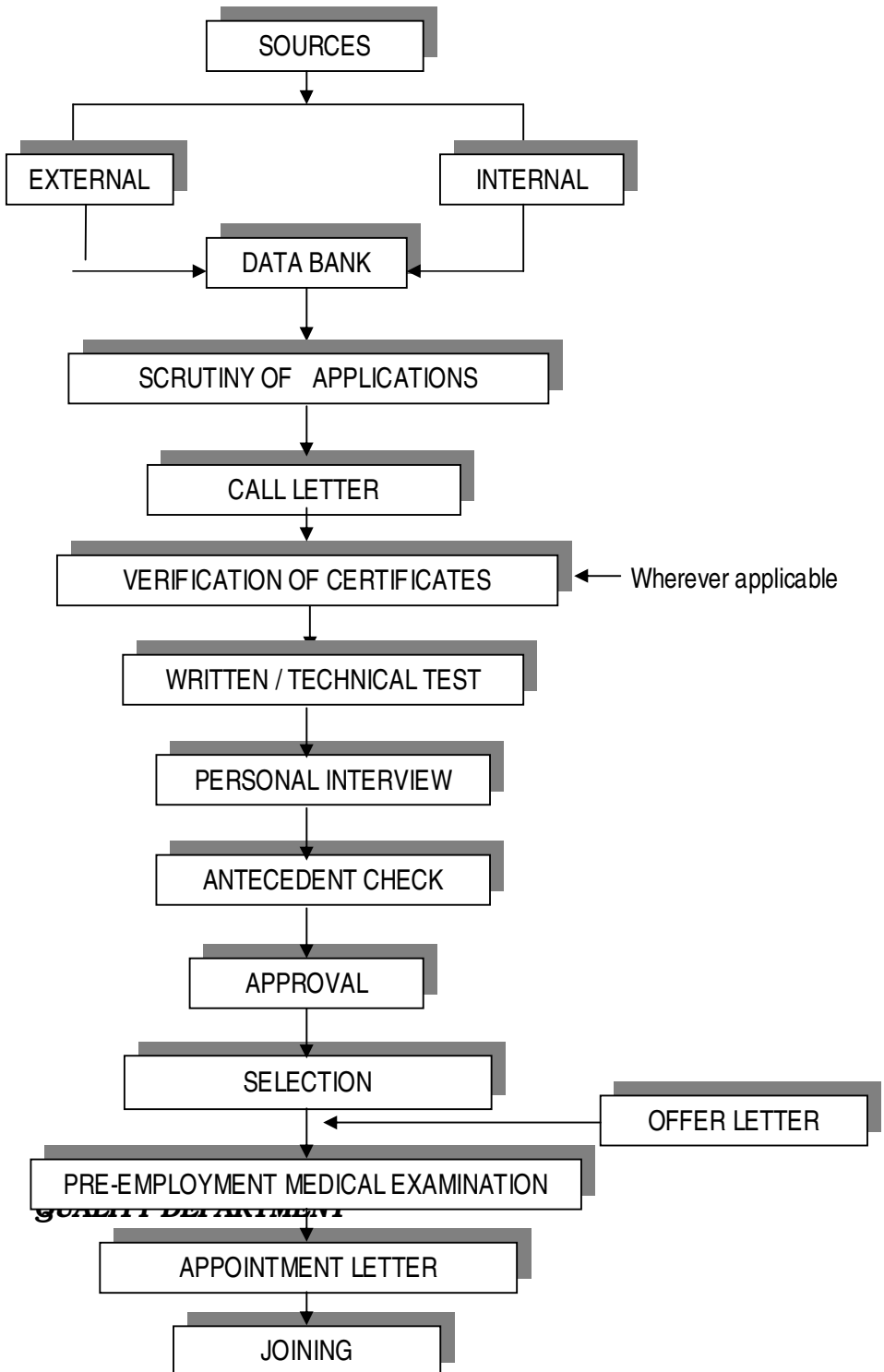
4.2 Employee Requisition Form (ERF):

For new positions recruitment process shall be initiated only after an Employee requisition form is duly filled in by the concerned HOD and forwarded to HR Head.

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4.3 Flow Chart for Recruitment:



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4.4 Sourcing:

a. Internal

Whenever a vacancy arises, it is preferred to fill the position from within the Organization.

In certain cases the HR may also advertise the positions through Internal advertisements process so that interested employees can forward their applications to the HR department through their HODs.

b. External


(i) *Data Bank:*

The first step in external recruitment is to go through the already available databank of applicants and shortlist a few who meet the said job criteria.

(ii) *Employee Referrals:*

In certain cases the HR may also advertise the position through internal advertisement so that the existing employees can refer candidates for the vacant positions.

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(iii) Advertisements:

Advertisements may be used as a method of sourcing under the following circumstances:

- a) When the requirement is large and necessitates wide scale coverage.
- b) When there is a requirement for specialists who may not be easily available.

(iv) Web Recruitment:

The positions can be advertised on the official jobs website.


4.5 Selection Procedure

4.5.1 Scrutiny of Applications:

Applications received from the candidates are scrutinized and short listed as per the job description detailed.

This activity is done by the concerned Department Head/HR personnel.

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4.6 Call Letter:

The short listed applicants are called for the selection process through an “**Interview Call Letter**” by post/e-mail, courier or telegram.

4.8 Preliminary Screening/Verification:

Once the candidate has appeared for the interview, the authenticity of the original certificates, licensure, and registration, testimonials of age, qualification and experience shall be verified and recorded by the HR personnel.

Any candidate who is not able to provide proof of current certification, registration and/or license shall not be allowed to proceed further in the selection process.

The duplicate copies of the candidate’s educational certificates are sent to the primary source (i.e., University, College, Nursing Council, Medical Council etc) for verification.

4.9 Written/Technical Test (only for few positions):

A written test or a practical test shall be held for testing the skill of the candidate.

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Based on the Marks awarded the candidate shall be further short-listed for a personal interview.

4.10 Application Form:

The short listed candidates from the written/technical test shall be asked to fill the Company Application Form before proceeding further.

4.11 Personal Interview/Selection:

On successful completion of the written/technical test, the short listed candidates shall have to face personal interview.

The candidate has to face an interview panel with the following members.

- The concerned department Head
- The HR head

The Interviewers shall record their evaluation and comments on the Interview Rating Sheet

4.12 Offer Letter:

On being selected, a candidate shall be issued an “**Offer Letter**” if he is not joining immediately. Offer letter explains the terms & conditions of employment.

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A formal appointment letter shall be issued only after successful completion of pre-employment formalities and on the date of joining. For positions below General Manager Level, the HR head of the hospital shall sign the offer letter.

For positions above General Manager Level, Chief Operations Officer of the hospital shall sign the letter.

For COO positions, the Chancellor of the Hospital shall sign the letter.

4.13 Pre-employment Medical Check up:

All selected candidates have to go through the following medical tests:

- Urine routine, Hb, Total count, Blood grouping, HIV screening, Blood sugar, VDRL
- Chest X – ray/ PA view & ECG
- Physical examination by the Resident Medical Officer/Casualty Medical Officer.

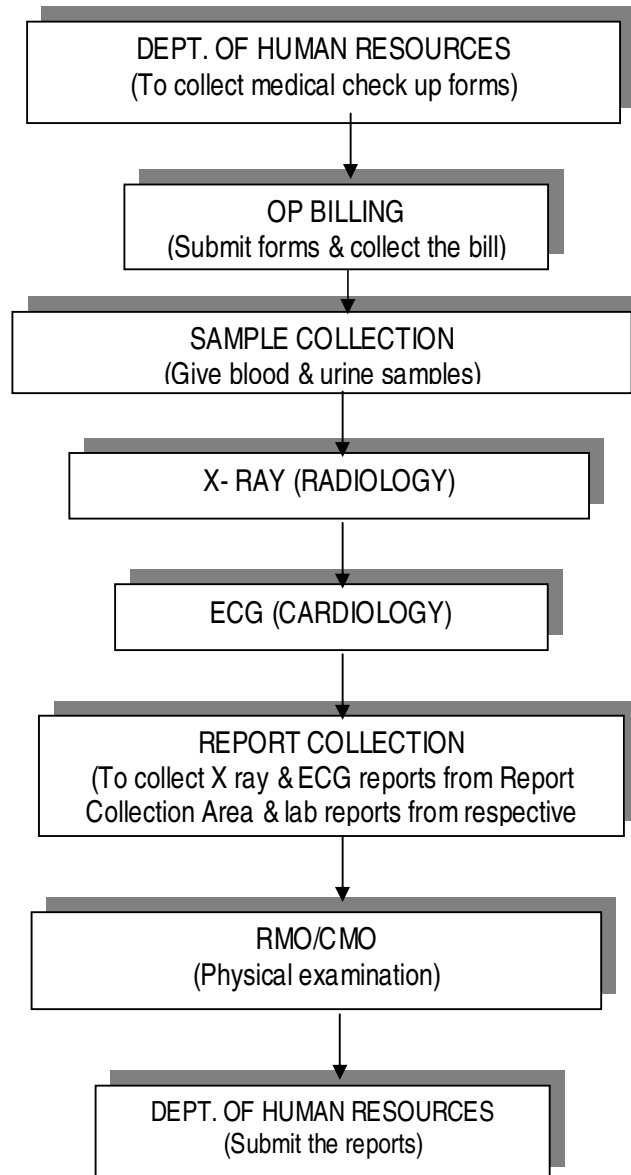
All costs shall be borne by the company and should there be a need to conduct extra tests in the opinion of the RMO/CMO, the cost of such tests shall have to be borne by the candidate

4.14 Pre Employment Medical


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4.14.1 Examination Process:



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4.14.2 Human Resources:

To collect the pre employment medical checkup forms from HR

Pre employment Medical check up forms include

- PEM authorization letter
- Physical fitness & Report format.

The candidate needs to keep the Report format with himself/herself.

4.14.3 OP Billing:

The candidate should submit the PEM authorization letter at the OP billing counter and collect the respective bills for the investigations.

4.14.4 Sample Collection:

The candidate needs to submit the lab services bill at the Sample collection counter.

The candidate's blood & urine samples are collected for further investigations.

4.14.5 X – Ray:

4.14.6 ECG:

4.14.7 Report collection:

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If samples were given before 12:00 noon then the reports would be ready by 5:00 PM on the same day.

If the candidate has given samples after 12:00 noon then the report shall be ready only by 9:00 AM of the next day.

The lab, X ray & ECG reports can be collected at the Report Collection counter.

4.14.8 Physical Examination:

After collecting the reports the candidate has to meet the Resident medical Officer (RMO) or the Casualty Medical Officer (CMO)

The RMO/CMO shall examine the candidate and certify whether the candidate is medically fit to join the organization.

4.14.9 Human Resources:

Once this procedure is completed, the candidate needs to submit the reports to the department of HR for further processing.

4.14.10 Appointment Letter:

On completing all pre - employment formalities, a candidate shall be issued an “**Appointment Letter**” on the day of joining.

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For positions below General Manager Levels, the HR Head of the hospital shall sign the offer letter.

5.0 Terms & Conditions of Appointment:

5.1 Probation

Every employee employed by the organization irrespective of his qualification and previous experience shall be on probation for a period of 1 year.

This period gives both the employee and the organization an opportunity to determine each other's initial expectations.


His employment shall be confirmed only after the successful completion of probation.

During the initial 3 months employees will not be assigned direct responsibility but will work under the supervision of a senior employee. On completion of 3 months the employee is put through a competency test by the concerned HOD, if found competent he/she will be assigned direct responsibility.

5.2 Placement:

Placement of employees in jobs shall solely be based on their competencies evaluated during interview by the HOD.

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At the time of interview or during the period of employment, staff requests for assignment based on cultural values & religious beliefs shall be considered.

5.3 Joining Formalities:

On the day of joining:

On the day of joining the candidate shall receive the “Appointment Letter” along with their job description (refer to job description manual), a copy of service rules book and a copy of Induction Manual.


The candidate needs to submit the following on the date of joining.

- (a) Submission of copies of certificates & testimonials.
- (b) Proof of date of birth
- (c) Relieving letter from the previous employer/service certificate from the previous employer.
- (d) 3-passport size photographs.

The candidate shall have to complete the following formats.

- (a) PF Nomination Form – wherein the candidate declares one of the his family member as a nominee
- (b) Dependant’s Declaration Form for Health Insurance wherein he can nominate a maximum of 5 dependents from his family to be covered under this scheme
- (c) Gratuity Form

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(d) Bank Application form for opening a Bank Account

Once all these formalities have been done, the candidate shall be allotted an “Employment Number” which shall serve as a basis for all future correspondence.

The candidate shall be given a uniform requisition slip (wherever applicable) which he needs to produce in the main stores & collect his/her uniform.


The candidate shall be given two copies of “Joining Report”, one which he submits at the time office and the other to his department Head.

The candidate shall be given a temporary ID card. He/She then has to sign in the attendance register placed everyday for attendance till he gets a permanent ID card.

A personal file shall be maintained for every employee joining the organization.

All future correspondence pertaining to the employee shall have to be filed in the employee’s personal file.

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6.0 Contract Employees:

Employees recruited through Contractor are seen by the HR head before he/she is recruited into the Contractor's rolls.

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